

FACTSHEET ON STANDARD ICT OPERATING ENVIRONMENT (SOE)

By 2010, a Standard ICT Operating Environment (SOE) will be implemented across all ministries (except the Ministry of Defence), departments, organs of state and statutory boards to derive significant cost savings while enhancing operating efficiency and corporate identity. A standard ICT operating environment means that agencies will have a standard desktop environment and a standard network environment.

Need for Standard ICT Operating Environment

Today, the public sector has a highly heterogeneous ICT operating environment. While the desktops and networks perform the same functions across agencies, each agency implements them differently – different versions of software and configuration.

A standardised environment will reduce the time and costs required to implement new ICT services and minimise incompatibility problems. For example, anti-virus patches can be distributed speedily to all desktops and servers in the event of a virus threat. Today this cannot be done centrally, personal site visits have to be made, and oftentimes, involving individual computers. With a standardised environment, service-wide systems can also be deployed faster and at lower cost, as there is no need to test the new system in multiple environments.

After accounting for setup cost as well as recurrent costs, the government is expected to realise at least 30% net savings per year once the SOE is fully deployed.

What does SOE Involve?

The SOE tender, when fully implemented, will replace some existing IT contracts

- PCs & Notebooks Bulk Tender, Network Bulk Tender, Government Electronic Mail Tender, and Technical Services cum Facilities Management Tenders. With the SOE, there was a sharp increase in government IT contract value in 2005. However, we expect the total government IT contract value to smoothen out year on year when existing contracts expire. Once the SOE is fully implemented, the annual government IT contract value will return to about S\$600 million or below.

Under the SOE, we intend to procure the ICT services on a per user per month basis. Depending on his or her needs, the public officer will be provided with the following services:-

- (a) Basic computing services - hardware, system software and system security features;
- (b) Network services - Wide Area Network and Local Area Network. Service-wide and cross agency systems access will be via a shared network. Local area networks will serve only intra-agency systems. Also, local area networks and its equipment will be consolidated and centrally managed.
- (c) User Services - email, standard office productivity tools, collaboration tools, security tools, file sharing, printing services, multi-media capabilities, Intranet services, Internet access, directory services, desktop access to legacy applications, software distribution and upgrades, remote access service, help desk and integrated configuration management.
- (d) Desktop support services (remote and onsite); and
- (e) Technology and desktop refresh every 3/4 years.

Procurement Approach for the Standard ICT Operating Environment

A 2-stage selective tendering process is being called for the implementation, management and operations of the SOE. The project will be implemented during the period from 2006 to 2010. The estimated contract value is S\$1.5 billion.

Pre-Qualification Selection for SOE Consortia

The following consortia which had submitted their proposals by 25 January 2006 have been short-listed for the next stage of the SOE tender:

- (a) One Meridian led by EDS International (S) Pte Ltd;
- (b) Team HP led by Hewlett-Packard Singapore (Sales) Pte Ltd;
- (c) One Team led by NCS Pte Ltd and IBM Singapore Pte Ltd; and
- (d) A fourth consortium led by NEC Solutions Asia Pacific Pte Ltd.

The above 4 consortia were selected based on pre-qualification criteria, namely, financial capability, proven delivery track record, and expertise to deliver the SOE. The pre-qualified consortia will be consulted on the draft SOE tender specifications and will be invited to provide feedback to IDA. Feedback will be considered for inclusion into the final SOE tender specifications. The final SOE tender specifications will be issued to qualified parties in the second stage of the SOE tender by end-2006.

Companies or consortia that missed this pre-qualification round can look out for pre-qualification notice during the second stage of the 2-stage selective tendering process, which will be posted on the Gebiz. These companies or consortia will submit their proposals and will be issued the final SOE specifications if they meet the selection criteria for pre-qualification.

The final SOE tender will only be issued to qualified parties in the next stage of SOE tender for public sector scheduled for commencement in the second quarter of FY06.

Besides the SOE tender for the Public Sector, the Government will also be calling for the SOE tender for government schools in FY07. Details of the SOE for schools are still in the process of being finalised.

Implementation Schedule and Milestones

| | Milestones | Timeline |
|---|--|--------------------------------|
| A | Select Vendor(s) | Q3 FY 2005 To Q2 FY 2006 |
| B | Award Contract | Q3 FY 2006 |
| C | Due Diligence | Q4 FY 2006 to Q1 FY 2007 |
| D | Phase One Full Deployment to Ministries and Organs of State | Q2 FY 2007 to Q1 FY 2008 |
| E | Phase Two Full Deployment to Statutory Boards and MOE Schools | Q1 FY 2008 to Q4 FY 2009 |

ISSUED BY CORPORATE & MARKETING COMMUNICATION DIVISION
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